

**Verizon New England Inc.
d/b/a Verizon Massachusetts**

Commonwealth of Massachusetts

Docket No. 03-60

Respondent: Julie Canny

Title: Executive Director - Wholesale

REQUEST: AT&T Communications of New England, Inc., Set #2

DATED: December 22, 2003

ITEM: AT&T 2-77 Please refer to Exhibit II-D to Verizon's Initial Panel Testimony. For purposes of this question, an LSR does not "flow through" if it does not flow through *and* it requires manual intervention. Please provide, on a monthly and annual basis, for the most recent 12 months for which data are available:

The total number of hot cut LSRs that did not flow through Verizon's OSSs at the stage represented by the first box below the heading "Application Date", and the percentage that this number represents of total hot cut LSRs;

- (a) The number of hot cut LSRs that did not flow through Verizon's OSSs at the stage represented by the first box below the heading "Application Date", and that were manually returned to the CLEC for correction and/or resolution, and the percentage that such number constitutes of total hot cut LSRs;
- (b) The number of hot cut LSRs that did not flow through Verizon's OSSs at the stage of the first box below "Application Date" and that were created manually by Verizon, and the percentage that such number constitutes of total hot cut LSRs.

Please identify the 12 month period used and provide copies of all studies, workpapers, data, or documents used to answer this request.

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REPLY:

Verizon MA does not track Hot Cuts in the manner requested. However, Attachment AT&T 2-77 depicts this data in a format available to Verizon. The attached is data from April 2003 through November 2003. April 2003 is the first month such data is available in Verizon's Network Metrics Platform data warehouse.

The flow through orders and percent flow through are for UNE HOT CUT LOOP orders consistent with the definition of flow through contained in the carrier-to-carrier guidelines. The numerator and denominator of this metric include only orders that receive a confirmation and not those sent back due to error.

Orders that have been Rejected/Queried are also provided along with total LSR's, however, these orders are not included in the Flow Through metrics.

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